



## MEDIA RELEASE

FOR IMMEDIATE RELEASE  
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### **MORE COUNTIES NOW ABLE TO FILE UNEMPLOYMENT CLAIMS BY PHONE** *New system more convenient for claimants*

NASHVILLE – The Tennessee Department of Labor and Workforce Development announces **Hickman, Lewis, Marshall, Maury, and Perry** counties will be added to the telephone claims program beginning **Monday, June 23**. Residents in those counties will now be able to file claims for unemployment insurance by telephone.

“By using the telephone to file claims, clients do not have to travel long distances to a claims office, complete a lot of paper forms, or stand in line for long periods of time,” said Tennessee Department of Labor & Workforce Development Commissioner James Neeley. “In addition to providing better service, this system will also reduce overhead expenses in the unemployment insurance program.”

The complete list of counties for which residents now file claims by telephone is as follows: Cheatham, Davidson, Dickson, Hickman, Houston, Humphries, Lewis, Macon, Marshall, Maury, Montgomery, Perry, Robertson, Williamson, Stewart, and Sumner. Residents of these counties are no longer required to travel to a Department office to file their claims. Claims may now be filed by telephone, by Internet at [www.tennessee.gov/labor-wfd](http://www.tennessee.gov/labor-wfd) or by mail.

Claimants are able to complete much of the benefit application via touch-tone phone. Callers are guided through a series of questions they answer by pressing numbers on the telephone keypad. They are then routed to a departmental interviewer who will complete the claims taking process. The claimant's handbook, other helpful information, and any follow-up documentation will be sent through the mail.

To file a claim on or after Monday, June 23, 2003, residents of **Hickman, Lewis, Marshall, Maury, and Perry** counties must call **1-877-813-0950**. Before calling, a claimant should have ready his Social Security Number, driver's license number, and employment data for the last 18 months of employment, including employers' addresses and phone numbers.

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